

# CPOCMA Update



## Briefing for West Region

April 6, 1998

*Elmer F. (Smiley)*

**Williams**

*"Civilian Personnel Professionals--Helping Leaders Meet the Mission"*

# DoD Regionalization Study

# **Regional Service Centers (CPOCs)\***

# Customer Service

|                  | <u>In Operation</u> | <u>Scheduled</u> | <u>Regionalized</u> | <u>S</u>  |
|------------------|---------------------|------------------|---------------------|-----------|
| <b>Army</b>      | <b>10</b>           | <b>10</b>        | <b>96</b>           |           |
|                  | <b>111</b>          |                  |                     |           |
| <b>Navy</b>      |                     | <b>4</b>         | <b>8</b>            | <b>12</b> |
|                  | <b>74</b>           |                  |                     |           |
| <b>Air Force</b> |                     | <b>1</b>         | <b>1</b>            | <b>37</b> |
|                  | <b>93</b>           |                  |                     |           |

\*As of January 1998

# Status of Regional Servicing

## OPERATING CIVILIAN PERSONNEL

| <u>REGION</u> | <u>INITIAL OPERATION</u> | <u>PERCENT OF CIVILIAN WORK FORCE SERVICED IN A REGIONALIZED ENVIRONMENT</u> |
|---------------|--------------------------|--|
| EUROPE        | FY 94                    | 100%   |
| SOUTHEAST     | FY 95                    | 100%   |
| NAT'L CAP     | FY 95                    | 100%   |
| PACIFIC       | FY 96                    | 100%   |
| NORTHEAST     | FY 96                    | 100%   |
| SOUTHWEST     | FY 96                    | 100%   |
| KOREA         | FY 97                    | 100%   |
| NORTH CENTRAL | FY 97                    | 58%  |
| SOUTH CENTRAL | FY 97                    | 82%  |
| WEST          | FY 98                    | 23%  |
| NET: 87%      |                          |  |

**REGIONALIZATION IS ON SCHEDULE TO MEET OSD MANDATES FOR  
REGIONALIZED SERVICING; SERVICING RATIO OF 1:88 BY FY 99**

# Status by Region

## *Europe Region, Seckenheim, Germany*

- *Army Prototype*
- *Fully Operational since February 2024*
- *95% Staffed*
- *Serviced Population - 27,345*
- *10 CPACs*
- *Unified Command and Control*

# Status by Region

## **Southeast Region, Fort Benning GA** operational since Sep 96

- 95% Staffed
- Serviced Population - 29,174
- 18 CPACs - Includes US Army

**South**

*at Fort Buchanan*

- Test Site-Fort Stewart to transition-Sep 98

# Status by Region

## *Army National Capital Region, Fort Belvoir, VA*

- *Began Regionalizing prior to Army NCR*
- *Many Lessons Learned from their Initial Operations*
- *Fully Operational since Sep 96*
- *Serviced Population - 22,331*
- *9 CPACs - Includes Centralized CIPM  
Sourcing*
- *Restructuring to improve Staffing Structure*

# Status by Region

## ***Southwest Region, Fort Riley***

- *Fully Operational since Sep 97*
- *Serviced Population - 28,186*
- *12 CPACs*
- *Most aggressive effort to get Managers Connected*
  - *Highest usage of*

# Status by Region

## *Pacific Region, Fort Richardson*

- *Fully Operational since Oct 96*
- *Serviced Population - 6,733*
- *2 CPACs-Smallest Serviced Pop*
- *Operational Test Site for Mode*
- *To pick up total servicing of Ja*  
*NLT Oct 98*

# Status by Region

## **Korea Region, Taegu, Korea**

- *Fully Operational since May 9, 2012*
- *Serviced Population - 8,986*
- *4 CPACs*
- *Only Region to Regionalize NMCPAC*
- *Time/Distance from CONUS a concern*
- *Staffing*

# Status by Region

## *Northeast Region, Aberdeen Proving Ground,*

- *Fully Operational since Sep 97*
- *Serviced Population - 37,386*
- *20 CPACs; Largest Serviced Population*
- *Provides servicing to*
  - *Six BRAC activities*
  - *14 MACOMs represented*
  - *35% of serviced population*

# Status by Region

## ***North Central Region, Rock Island Arsenal, IL***

- ***To be Fully Operational Sept 98***
- ***Serviced Population - 22,368***
- ***6 CPACs - Includes World-wide  
of US Army Reserves, Fo***
- ***CYBERJOBS!***

# Status by Region

## ***South Central Region, Redstone Arsenal, AL***

- *To Be Fully Operational Sep 98*
- *Serviced Population - 33,977*
- *16 CPACs - Includes 9 Corps of Installations*
  - *Army Laboratory Demonstrati*
  - *ATCOM/MICOM Merger in Oc*

# Status by Region

## *West Region, Fort Huachuca*

- *Initial Operations March 1, 1998*
- *Tenth of Army's Ten Planned Regions*
- *Serviced Population - 20,361*
- *14 CPACs*
- *Lessons Learned will benefit your*

# Challenges

- *Payroll interface problems*
- *Database maintenance*
- *Staff Shortages*
- *Cross-leveling of work*
- *Concerns for Grade Creep*
- *Working as a team (CPOC/*

# In Summary

- *The Army cannot afford for Regionalization /Modernization to fail*
  - *We have the talent to make it work*
  - *The Army has accomplished a great deal*
  - *We have a long way to go; But We Need You*
  - *There are many transition challenges*
  - *Customer service perceptions must continue to improve*



Please Excuse the Temporary  
Inconvenience While  
We Make Permanent Improvements